

SECTION 9.10 EMPLOYEE ASSISTANCE PROGRAM OVERVIEW

Last Update: 2/06

General

The Employee Assistance Program (EAP) is a confidential assessment, referral, and short-term counseling service for employees who are experiencing personal problems that may affect job performance.

Consultation services from the EAP are available to supervisors for assistance in dealing with employee problems.

Counselors

Counseling services are provided by a private non-profit organization under contract with the State.

Referrals

The EAP is a voluntary service. Supervisors may recommend to employees that they seek help. Supervisors may not mandate use of the EAP nor take disciplinary action for non-attendance at the EAP.

Time

Employees may see an EAP counselor on non-work time, may go on work time and charge the time to vacation or sick leave, or may use paid work time. The EAP policy provides that an employee may use paid work time if:

1. The employee makes any necessary arrangements for the time away from work with the supervisor (compatible with the needs of the work unit).
2. The employee signs a "Release of Information" form with the counseling service so that the counselor can confirm the employee's attendance with the supervisor.

Counselors are available some weekend and evening hours, as well as during usual business hours. A 24-hour emergency phone is also available.

Visits

Employees may see an EAP counselor for up to three visits per employee per problem for 12 months from the date of the first in-person session. Counselor visits usually last an hour per visit (plus reasonable travel time). In extenuating circumstances, more than three visits may be allowed with prior approval of the State's EAP Coordinator.

Location

Counselors are located throughout the state, and most employees are within a maximum of one hour's driving time of a counselor.

Cost

There is no cost to employees for up to three visits with an EAP counselor. If there is a need for further help, the employee will be referred to the most appropriate community agency for services. Costs for these services are the responsibility of the employee. The EAP counselor will help select the most cost-effective and appropriate treatment resources that are available to the employee or that may be partially covered by health insurance.

Phone Numbers

To make appointments or talk to a counselor by phone:

- In Des Moines - 244-6090
- In Iowa - 1-800 EAP-IOWA (327-4692)
- Outside Iowa - 1-800-327-3020

To talk with DAS-HRE's EAP coordinator, call (515) 281-8866.